



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY
AUDITOR-CONTROLLER

April 5, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – SAINT ANNE'S
GROUP HOME**

We have completed a review of Saint Anne's Group Home (Group Home or Agency) operated by Saint Anne's, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Saint Anne's Group Home is a sixty-bed facility which provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Saint Anne's Group Home was providing services for forty-two DCFS children and three Probation children.

Saint Anne's Group Home is located in the First District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

St. Anne's Group Home needs to paint the visiting room wall and replace the lounge ceiling tiles on the first floor, repair or replace the kitchen countertop, repair and secure kitchen cabinet doors, secure kitchen knives, replace the recreation room ceiling tiles and sofa, and secure the outdoor patio and play area on the second floor. The Group Home also needs to repair the curtain rods and curtains, replace toilet paper dispensers, replace the shower bench and drain in the bathroom, develop comprehensive Needs and Services Plans that include short and long term goals, and provide all children with sufficient educational resources.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached), which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MMO:MP:CC:jh

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Tony Walker, Executive Director, St. Anne's Group Home
Public Information Office
Audit Committee

**Saint Anne's Group Home
155 North Occidental Boulevard
Los Angeles, California 90026
Phone: (213) 381-2931
License Number: 191802087
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Saint Anne's Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the first floor visiting room has chipped paint on the wall behind the chairs, and the lounge has broken ceiling tiles. The second floor recreation room has broken ceiling tiles and the sofa is dirty and torn. In the kitchen, the countertop is cracked, the cabinet door hinges are not securely attached, and the knives are unsecured on the counter. The children's outdoor patio and play area has a ten foot drop on one side with only a three feet barrier, which presents a safety hazard.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window screen are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in room 213 the curtain rod is broken and the curtains are not properly hung. In the adjoining bathrooms, the toilet paper dispensers are rusted, and in room 107 the shower bench and drain are rusted.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Saint Anne's Group Home management:**
 - a. Paint the wall in the visiting room.**

- b. Replace the ceiling tiles in the lounge and the recreation room.
- c. Clean and repair or replace the sofa in the recreation room.
- d. Repair or replace the countertop in the kitchen.
- e. Repair and secure the cabinet door hinges in the kitchen.
- f. Secure the kitchen knives in a locked cabinet or drawer.
- l. Secure the outdoor patio and play area.
- j. Repair the broken curtain rod and properly hang the curtains in room 213.
- k. Replace the toilet paper dispensers in the children's bathrooms as needed.
- l. Remove or replace the shower bench in the bathroom in room 107.
- m. Replace the drain in the bathroom in room 107.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Nine

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive, and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

- 2. Saint Anne's Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Nine

Comments:

Children are attending school. Children are progressing satisfactorily in school and are provided with educational support. The Group Home's program includes the development of children's daily living, self-help, and survival skills. However, one child is not provided with sufficient resources to meet her educational needs.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

3. Saint Anne's Group Home management provide sufficient resources to meet the educational needs of all children .

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Nine

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Nine

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Nine

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.



*Meeting the challenges of adolescent sexuality,
pregnancy and parenting*

January 18, 2007

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller,
Kenneth Hahn Hall of Administration
500 West Temple Street, Room 515-A
Los Angeles, California 90012

RE: **Corrective Action Plan**
 Dates of Site Visit/Review: **November 7, 9, and 13, 2006**
 St. Anne's Group Home
 License Number 191802087
 RCL 12

Dear Ms. Rhue:

The St. Anne's Residential Treatment Program is dedicated to providing the best services available to our residents. Your collaboration and input is helpful in making this possible for our residents. The following items were recommended and will be rectified through the plans related below.

I. Facility and Environment

The Group Home Management section (I) recommendations for the facility are subsections A to M:

Recommendations:

- a. Paint the wall located behind chairs on the first floor visiting room.
 - Implementation date: **currently implemented**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- b. Repair or replace the countertops in the kitchen in the Residential Program.
 - Implementation date: **April 1, 2007**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- c. Repair and secure cabinet door hinges in the kitchen in the Residential Program.
 - Implementation date: **April 1, 2007**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- d. Secure the kitchen knives in a locked cabinet or drawer in the Residential Program.
 - Implementation date: **currently implemented**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- e. Replace broken ceiling tiles in the first floor lounge and in the second floor recreation room.
 - Implementation date: **January 26, 2007**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager

- h. Clean and repair the sofa in the second floor recreation room.
 - Implementation date: **April 1, 2007** – bids have been requested and received to re-upholster all recreation room sofas.
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- i. Secure the second floor outdoor patio and children's play area.
 - Implementation date: **April 1, 2007** – bids have been requested and received to raise the west side fence of the outdoor children's play area.
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- j. Repair the broken curtain rod and hang the curtains properly in room 213.
 - Implementation date: **currently implemented**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- k. Replace the rusted and poorly functioning toilet paper dispenses in the children's bathrooms.
 - Implementation date: **April 1, 2007** – sample dispenser and bids have been requested to replace them in all the rooms.
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- l. Remove or replace the shower bench in the bathroom that adjoins room 107
 - Implementation date: **currently implemented**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- m. Replace the drain in the bathroom that adjoins room 107.
 - Implementation date: **currently implemented**
 - Person Responsible: Lauri Collier, Residential Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager

II. Program Services

Recommendations: St. Anne's Group Home to management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

The Program Services section (II) recommends further development of our Needs and Services Plans. We will begin a format to have the teen give ideas about her short term and long term goals which are specific, measurable, attainable, realistic, and time limited. The short and long term goals will then be measured to assess the teen's progress in treatment.

- Implementation date: **April 1, 2007**
- Person Responsible: Lauri Collier, Residential Program Director
- Quality Assurance: Carlos Tobar, Quality Assurance Manager

III. Education and Emancipation Services:

Recommendations: St. Anne's Group Home management to provide resources to meet the educations needs of all children.

The Educational and Emancipation Services section (III) recommends more resources to meet the education needs of the students. To better meet the needs of the students, St. Anne's has opened a Charter School in August 2006 on our campus. We will also add an individual goal to the Needs and Services Plan regarding each teen's goal in the area of life skills. We will also work with each student to find an educational environment to most effectively fit with the student's need. Students not attending school on a day will be encouraged to attend the learning center where she will engage in learning activities.

- Implementation date: **April 1, 2007**
- Person Responsible: Lauri Collier, Residential Program Director
- Quality Assurance: Carlos Tobar, Quality Assurance Manager

IV. Recreation and Activities

Recommendations: There are no recommendations for this section.

V. Psychotropic Medication

Recommendations: There are no recommendations for this section.

VI. Personal Rights

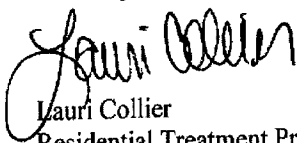
Recommendations: There are no recommendations for this section.

VII. Clothing and Allowance

Recommendations: There are no recommendations for this section.

Please let us know if you have questions or concerns regarding the above outlined corrective action plan (CAP).

Sincerely,



Lauri Collier
Residential Treatment Program Director
lcollier@stannes.org
213.381.2931 x 264



Carlos Tobar
Quality Assurance Manager
ctobar@stannes.org
213.381.2931 x 500